

Analyst with 10 years combined industry and educational experience in solving business problems and delivering reporting and data solutions. Seeking opportunities to support progressive companies by creating innovative business solutions and establishing efficient enterprise systems.

RELEVANT WORK EXPERIENCE

Zillow, Atlanta, GA (Remote)

January 2021 – Current

Senior Business Analyst

- Manage Rentals organizational OKRs including facilitation of 2022 Objectives, overseeing MBR and WBR Reviews of OKR metrics, and presenting progress to senior leadership in All Hands forums
- Streamline business processes and efficiencies by leveraging intermediate to advanced skills in SQL, Salesforce, and Tableau to create standardized dashboards, datasets, automations, and self-service tools
- Lead analysis of \$11M project to expand multi-family housing footprint across underserved markets
- Pioneer views into market segmentations including geography and population size
- Collaborate with product managers, senior leaders, data science, marketing and other cross functional partners to create ad hoc analyses and dashboards to monitor success of the business
- Create Analytics Leaders Team (ALT) to leverage best practices across the various analytical disciplines that support Rentals including data science, data visualization engineering, and sales operations analytics

The Home Depot, Atlanta, GA

August 2019 – January 2021

Senior Data Analyst

- Decreased warehouse inventory replenishment processing time by 20% by creating workflow automation
- Conducted interviews with key business partners and end users to capture business process workflow and user requirements
- Created custom data pipelines while executing efficient ETL solutions with tools such as Excel, GCP, BigQuery, and Tableau
- Created self-service solutions with tools such as Tableau to better manage and track key metrics
- Developed customized scheduled reporting and dashboard views to provide business leaders with real-time insights on KPIs
- Performed ad hoc analyses and presented results and recommendations to leadership team
- Fostered cross-functional business relationships as well as developed Junior Analysts

Southern Company, Atlanta, GA

May 2018 – July 2019

Business Intelligence Analyst

- Coordinated and managed Southern Company Gas's multi-organizational database integration project with the upgrade of claims management platform
- Directed the migration of data in three key Southern Company Gas divestitures, overseeing the transfer of over 250,000 records
- Developed custom dashboard solutions for real time KPI tracking of claim management utilizing SQL, SAP BusinessObjects, VBA, and MS Office Suite
- Created, maintained and scheduled over two hundred custom reports each crafted to deliver key insights to company performance
- Served as System Administrator for the primary user applications of three company divisions
- Oversaw master data management, encouraging users to follow best practices and ensuring data integrity
- Advised directors and upper management on initiatives related to business strategy, budget, and procurement of vendor services
- Championed automation and process improvement, building synergies across organizations and efficiencies in information delivery

Metropolitan Life, Inc., Atlanta, GA

June 2012 – April 2014; June 2015 – May 2018

Financial Analyst

- Developed billing and reporting automation tools, decreasing production time by 33% by utilizing various technologies including MS Excel, MS Access, SQL, Visual Basic and Macros
- Produced and analyzed financial charts, tables, ratios and reviews for 15 National Account Customers totaling over \$100M in annual revenue using Cognos, Excel, and PowerPoint
- Led Customer Unit's Efficiency Team to identify and manage potential projects aimed to improve workflow and productivity across multiple divisions
- Created and maintained customer specific databases to facilitate day-to-day financial management
- Presented results from financial report analysis and advise management, internal partners, and clients on appropriate recommendations
- Modeled revenue projections to estimate annual earnings and losses on key customers
- Reconciled billed accounts and enter adjusting journal entries into GL adhering to GAAP principals

The University of Washington, College of Education, Seattle, WA

September 2014 – June 2015

Grants Manager/Budget Analyst

- Constructed innovative budgeting tool that certifies and projects salary, tuition, and other payroll related benefits for over 30 employees - implemented across all financial departments at the College of Education
- Extracted and analyzed detailed expense reports utilizing the university's data mart and Excel pivot tables
- Managed 35 state, federal, and private grant funded budgets totaling \$15 million in funding
- Supervised procurement specialist, overseeing day-to-day transactions, travel, and ad hoc purchases
- Partnered with local faculty, faculty from partnering institutions, and subcontractors to ensure budget compliance on private, federal, and state grants

EDUCATION

The University of Massachusetts

May 2019

Bachelor of Science in Information Technology

3.8 GPA; Magna Cum Laude; Alpha Sigma Lambda Honor Society

The University of Georgia

May 2011

Bachelor of Business Administration in Banking & Finance

PROJECTS

BreadTrails.com

August 2015 – February 2017

Career Discovery tool designed to recommend career paths and schools to uncertain students

- Acquired raw data from multiple sources including BLS, IPEDS, NCES, MBTI, and Holland Career Code
- Processed hundreds of thousands of records of varying formats, thoroughly cleaning data before loading into MySQL database
- Modeled algorithm in Excel using VBA before developing prototype in PHP, SQL, and JavaScript
- Gathered data on competition and user surveys to analyze potential improvements to algorithm and UX

SKILLS AND TOOLS

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|-----------------------|-----------------------|----------------------------|
| • SQL | • MS Excel | • Dashboards and Reporting |
| • Tableau | • Data Analysis | • Access Database |
| • Power BI | • Process Improvement | • Salesforce |
| • SAP BusinessObjects | • Automation | • Python |